## Frequently Asked Questions (FAQ) Database – Guidance

You can access the database or (if you have not yet registered as a user) register on the FAQ database using the following link:

http://mscoafaq.treasury.gov.za

### 1. How to register a new mSCOA query:

(i) Register and/or access the FAQ database using the link above;

With reference to the mSCOA frequently asked questions (FAQ) database - refer to the screen copied below in table 1:

- (ii) At the top of your screen select the tab: "Register Query";
- (iii) REQUIREMENT: write a description of your Query;
- (iv) QUERY TYPE: select type from the drop down values;
- (v) MATTER: select matter from the drop down values;
- (vi) Click on the Update button to submit the query or click on the Back button to cancel the query;
- (vii) A query number will be allocated to your query once you have clicked the Update button;
- (viii) The user will receive an e-mail stating the information of the logged query as well as the query number and the user will receive an e-mail every time the query status changes and/or a comment is made on the query.

#### 2. How to extract queries from the FAQ Database:

(i) Register and/ or access the FAQ database using the link above;

With reference to the mSCOA frequently asked questions (FAQ) database – refer to the four (4) example screens copied below in table 2.

- (ii) Select the "Home" tab at the top of your screen
- (iii) REF#: Enter the query reference number to view the specific query not mandatory, or see option
- (iv) QUERY TYPE: Filter and select from the menu if needed not mandatory.
- (v) MATTER: Filter and select from the menu if needed not mandatory. The details included in the menu contain the subject matter as listed in Circular 3.
- (vi) USER\ ASSIGNED USER: it defaults to the user who is signed in. Any user may be selected from the drop down list
- (vii)STATUS: Filter and select from the menu if needed not mandatory
- (viii) Select the tab "Search specified user" which is the user selected in (vi), or select the tab "Search ALL users" to populate the report
- (ix) Select the tab "My outstanding responses" to populate the report
- (x) Click on the 'Pencil' in the "Edit" column and a screen will display with options of "Detail queries", "Internal comments", "External comments", "Assessment" and "View Audit".

Table 1: Register a new query

Home	Register	Query Report	ts Administration	Knowledgebase	Knowledgebase Intern	al Change Password	Logoff					
QUERY: USER:  Ne	ew Query											
		Query Registration Details										
<b>□</b> ·Query		Date logged	05 Sep 2015 10:02:29		Company	Cornell Botha						
Query D	etails	Ref #										
		Requirement			Assigned User	<select an="" assigned="" td="" u<=""><td><b>Y</b></td></select>	<b>Y</b>					
		Status	Logged	•	Date Assigned:							
		Query Type	<select a="" query="" td="" typ<=""><td>e: •</td><td>Duration</td><td></td><td></td></select>	e: •	Duration							
		Document Attachment	Choose file No file ch (Maximum file size is 1 N		Logged By							
		Matter	<select a="" matter=""></select>	•	Last Updated Operator							
		Rejection Reason			Record Last updated	View Audit						

Table 2.1: Extract a query(s)/ search an existing query

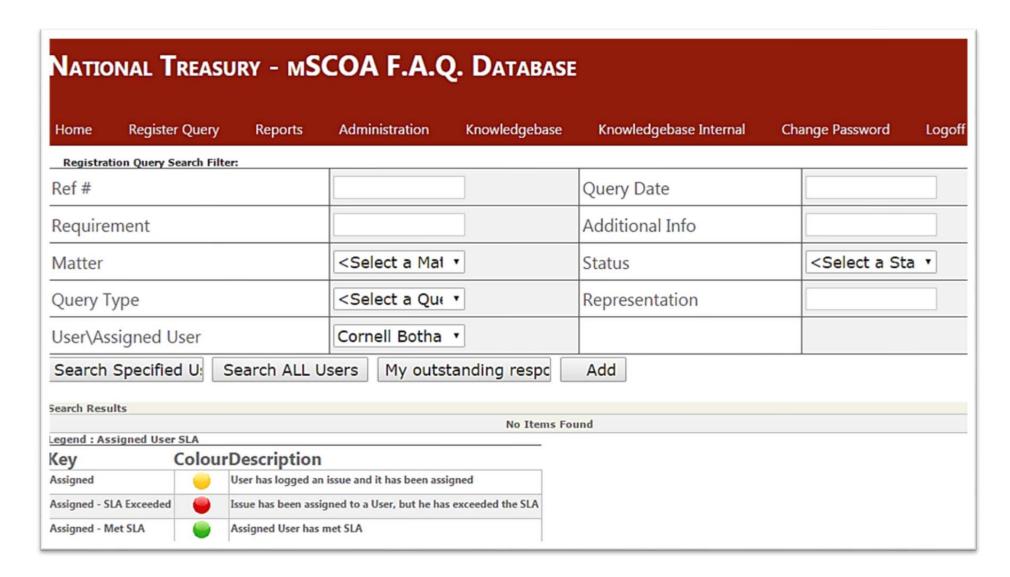


Table 2.2: Extract a query(s)/ search an existing query – "My outstanding response"

Home Reg	ster Query	Reports	Administration	Knowledgebase	Knowledgebase I	nternal Ch	nange Password	Logoff
Registration Que	y Search Filter	:		_				
Ref #					Query Date			
Requirement					Additional Info			
Matter			<select a="" ma<="" td=""><td></td><td>Status</td><td></td><td><select a="" st<="" td=""><td>ta ▼</td></select></td></select>		Status		<select a="" st<="" td=""><td>ta ▼</td></select>	ta ▼
Query Type			<select a="" qu<="" td=""><td></td><td>Representation</td><td></td><td></td><td></td></select>		Representation			
User\Assigned	d User		Cornell Botha					
Search Speci	fied Us S	earch ALL (	Jsers My outsta	anding respo	Add			
Search Results								
Ref Query # Date	From	Compa	nyRequireme	ntMatter Que Typ		Assigned User	Date D Assigned	uration Assign SLA
468425 Aug 2015 12:39: PM	USER	IDN/T	Test	WebsiteUsa of t	bility Completed	dCornell Botha		00
		es in	147		<u> </u>			
egend : Assigned U	ser SLA							
Legend : Assigned U		Description						
	Colour		issue and it has been assig	ned				

Table 2.3: Extract a query(s)/ search an existing query – "My outstanding response"

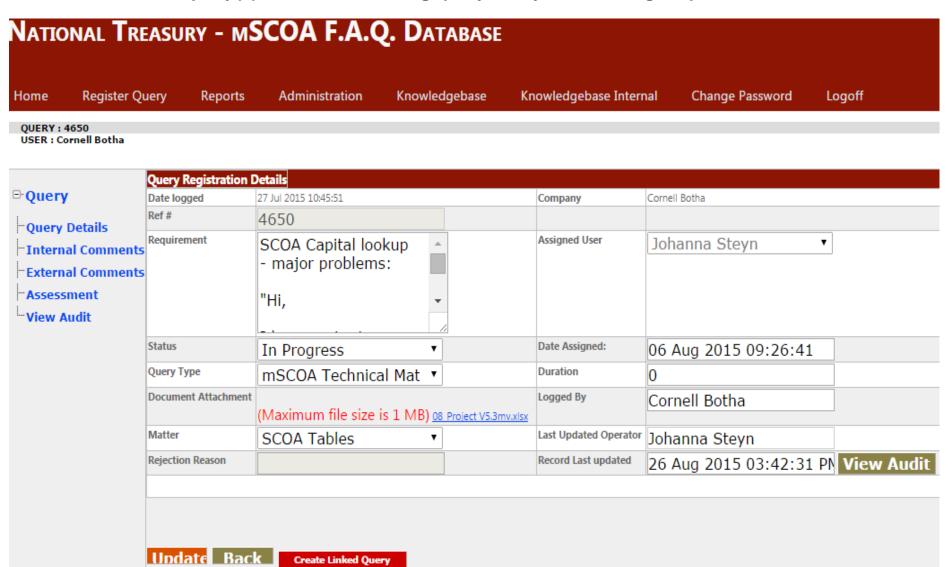


Table 2.4: Extract a query(s)/ search an existing query – "View Audit"

# NATIONAL TREASURY - MSCOA F.A.Q. DATABASE Home Register Query Reports Administration Knowledgebase Knowledgebase Internal Change Password Logoff

QUERY: 4650 USER: Cornell Botha

	Query Registration View Audit		
<b>-</b> Query	Date	User	Registration Query
-Ourse Dataile	15/10/2015 11:54:04 PM	Cornell Botha	4650
Query Details	15/10/2015 11:41:24 PM	Cornell Botha	4650
Internal Comments	08/09/2015 10:34:10 AM	Ajay Patel	4650
Assessment	31/08/2015 10:21:28 AM		4650
View Audit	31/08/2015 10:21:27 AM	CHRISTIAN BARNARD	4650
	27/08/2015 01:14:23 PM	Rajeev Pema	4650
	26/08/2015 03:42:15 PM	Johanna Steyn	4650
	26/08/2015 03:42:14 PM	Johanna Steyn	4650
	26/08/2015 03:42:12 PM	Johanna Steyn	4650
	19/08/2015 10:14:21 AM	Cornell Botha	4650
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